MERIT SYSTEM SERVICES

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STAFF SERVICES MANAGER I

CLASSIFICATION DEFINITION

The Staff Services Manager I class is responsible for providing first level supervision and management over staff engaged in general administrative, personnel, staff development, fiscal, and/or program analysis. This class supervises a group of employees that includes analysts performing professional journey-level work and personally handles the most difficult and sensitive work. In smaller departments, a Staff Services Manager I directs staff over more than one function such as fiscal analysis, personnel, staff development, and program analysis. In the larger departments, the class may have responsibility over only one of the functions due to the size and complexity of that function.

The Staff Services Manager I is distinguished from the Staff Services Manager II in that the latter is a second-level supervisor/manager over a staff of subordinate of analysts and managers responsible for all or a large portion of staff services in the larger departments.

The Staff Services Manager I is distinguished from the next lower class of Senior Staff Services Analyst in that the latter continues to perform analyst duties while at the same time supervising other analysts. The Staff Services Manager I is a full supervisor spending the majority of the time supervising and managing staff.

The Staff Services Manager I is distinguished from the Program Manager class series in that the latter plans, organizes, and directs employment, eligibility, and/or social services units or programs in a local public social services department or agency whereas the Staff Services Manager class series oversees staff handling administrative rather than program functions.

If a position is allocated to this class based upon assignment to a specialized area or option, then separate minimum qualifications and recruitments are permitted which allow for separate lists for each option that meets the specific needs of the assignment. The allowable options are: General, Personnel, Staff Development, Fiscal, or Program Analysis.

TYPICAL DUTIES

Duties may include, but are not limited to, the following:

For All Options:

- Plans, organizes, manages, and supervises a group of employees including analysts.
- Establishes performance standards and provides feedback to employees.
- Supervises staff engaged in professional analytical and technical work in the formulation and administration of department or division budgets, development and management of grants and contracts, management of department level procurement, and /or coordination of personnel functions.
- Oversees the collection and analysis of data and makes recommendations on the formulation of policy and procedures, and staffing and organizational changes; conducts surveys and performs research and statistical analysis on administrative, fiscal, personnel, and/or programmatic problems.

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- Participates in and supervises the design, implementation, and installation of new and revised programs, systems, software, procedures, methods of operation, and forms.
- Directs, supervises, and manages one or more of the administrative functions of the department including the compilation of materials and the preparation of budgets, reports, manuals, and publications.
- Ensures effective coordination of departmental activities with other departments, divisions, units, and outside agencies; represents the department head in committee meetings; responds to the more sensitive and difficult complaints and requests for information.
- Performs related duties as assigned.

For Personnel Option (in addition to the general duties):

- Oversees and directs recruitments and examinations, including outreach activities, for equal employment opportunity recruiting.
- Provides direction and technical guidance on classification and pay studies, including job audits, salary surveys, class specification revisions, and/or new class development.
- Participates in labor relations activities including handling grievances and serving as a team member during negotiations.

For Staff Development Option (in addition to the general duties):

- Determines training and development needs.
- Oversees staff engaged in the development and/or coordination of resources for training and staff development including workshops, college coursework, training programs, and on-the-job training sessions.
- Directs staff in conducting workshops and training sessions on a variety of topics including but not limited to technical skills, supervisory principles, customer service skills, safety, diversity, and sexual harassment training modules.

For Fiscal Option (in addition to the general duties):

- Oversees and directs staff in performing various fiscal analyses, preparation of recommendations relating to the status of various fund balance projections, fiscal transactions, and related financial activities; analyzes findings and prepares recommendations for department management.
- Oversees the development of the budget or a portion of the budget including the proper expenditure coding, document preparation, and other financial-related activities; monitors budget for various units and projects.
- Monitors and reconciles grants and contracts.

For Program Analysis Option (in addition to the general duties):

- Plans, directs, and supervises staff in identifying and analyzing program administration problems and develops solutions.
- Reviews regulatory materials for program impact and possible review and revision of current systems and procedures.
- Coordinates multi-disciplinary groups for program systems review.

EMPLOYMENT STANDARDS

<u>Note</u>: The level and scope of the knowledge and abilities listed below are related to job duties as distinguished between the two levels in the Definition section.

For All Options:

Knowledge of:

- Principles and practices of public and business administration.
- Principles of personnel, budget, and program management.
- Governmental functions and organization.
- Principles and practices of supervision.
- Departmental program goals, requirements, and operations.

Ability to:

- Plan, organize, assign, and review the work of staff.
- Select, train, supervise, evaluate, and discipline subordinate staff.
- Analyze data and present ideas and information effectively.
- Identify problems and central issues and develop workable solutions.
- Consult with and advise managers and supervisors on a wide variety of matters.
- Recommend and implement changes, and improvements.
- Analyze problems, select alternatives, project consequences of proposed actions, and implement recommendations in support of departmental objectives.
- Understand, interpret, and apply laws, rules, and regulations as they relate to various areas of responsibility
- Speak and write effectively using proper English.
- Establish and maintain effective working relationships.

For Personnel Option (in addition to general KAs):

Knowledge of:

- Principles of public sector personnel administration.
- Principles and methods of position classification, examination administration and development, job analysis, and organization in the public sector; accepted practices to determine job content, evaluate complexity and difficulty of job duties, and identify required skills, knowledge, and abilities.
- Statistical methods used in selection and other personnel programs.

Ability to:

 Interpret and apply equal opportunity laws, civil service regulations, and provisions of contracts, ordinances, and negotiated agreements and other regulations or policies relating to personnel.

For Staff Development Option (in addition to general KAs):

Knowledge of:

- Principles and practices of employee training and development.
- Adult learning processes.
- Variety of training programs for employee development.
- Effective communication, facilitation methods, and aids used for training programs and presentations.

Ability to:

Plan, coordinate, and implement training programs.

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 Speak effectively and convey ideas clearly while facilitating group discussions and training sessions

For Fiscal Option (in addition to general KAs):

Knowledge of:

- Budget preparation and control, accounting principles, and elementary statistical methods.
- Methods and procedures of governmental budget preparation and control.
- Financial statement preparation.

Ability to:

- Perform budget analysis, preparation, and monitoring.
- Analyze and make effective recommendations regarding financial and accounting procedures.

For Program Analysis Option (in addition to general KAs):

Knowledge of:

- Principles, methods, and techniques of community organization and development, program planning and design, grant writing, budget development, and program evaluation.
- Theories, principles, goals, and objectives of public social services.
- Laws, rules, and regulations governing assigned program areas

Ability to:

- Apply social service planning principles and techniques to problems and issues.
- Build coalitions among groups with differing needs and objectives.
- Plan and evaluate social service programs.

Minimum Qualifications (Education and/or Experience)

-Either-

1. One (1) year of experience in the Interagency Merit System performing duties comparable to the Senior Staff Services Analyst class.

-Or-

2. Two (2) years of experience in the Interagency Merit System performing duties comparable to the Staff Services Analyst II class.

-Or-

3. Depending upon the option recruited for: Three (3) years of experience performing a broad range of professional, analytical and/or administrative duties in the areas of general administration, personnel, fiscal, staff development, or program analysis work. Supervisory experience is desirable.

-And-

A Bachelor's Degree from an accredited college or university.

<u>Note</u>: Additional years of the required experience can substitute for up to two years of the required education on a year-for-year basis.

Driver License Requirement

Some positions in this classification may require possession of a valid California driver's license. Employees who drive on county business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the county. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.